
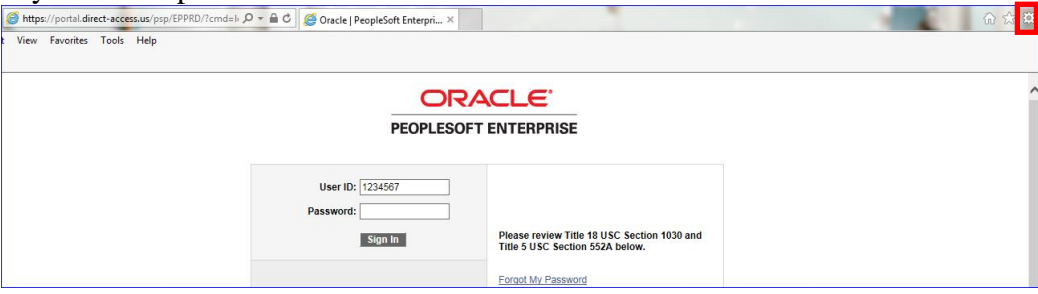
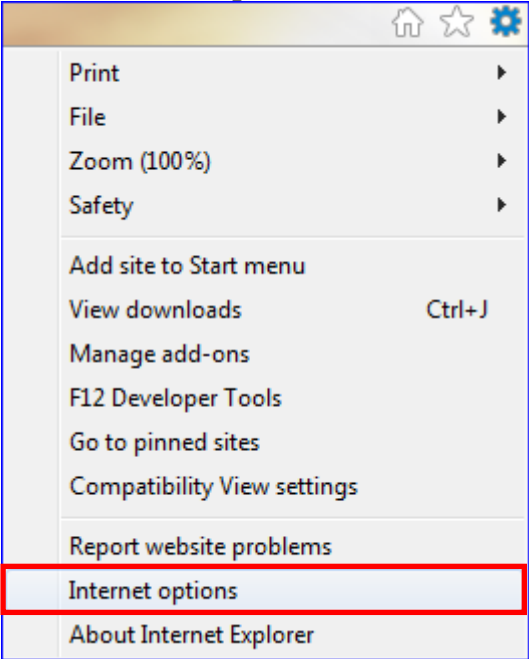


Clearing Cookies and SSL State in Direct Access

Introduction This guide provides the procedures for clearing your cookies and SSL state in Direct Access (DA). This should help alleviate some latency and connectivity issues.

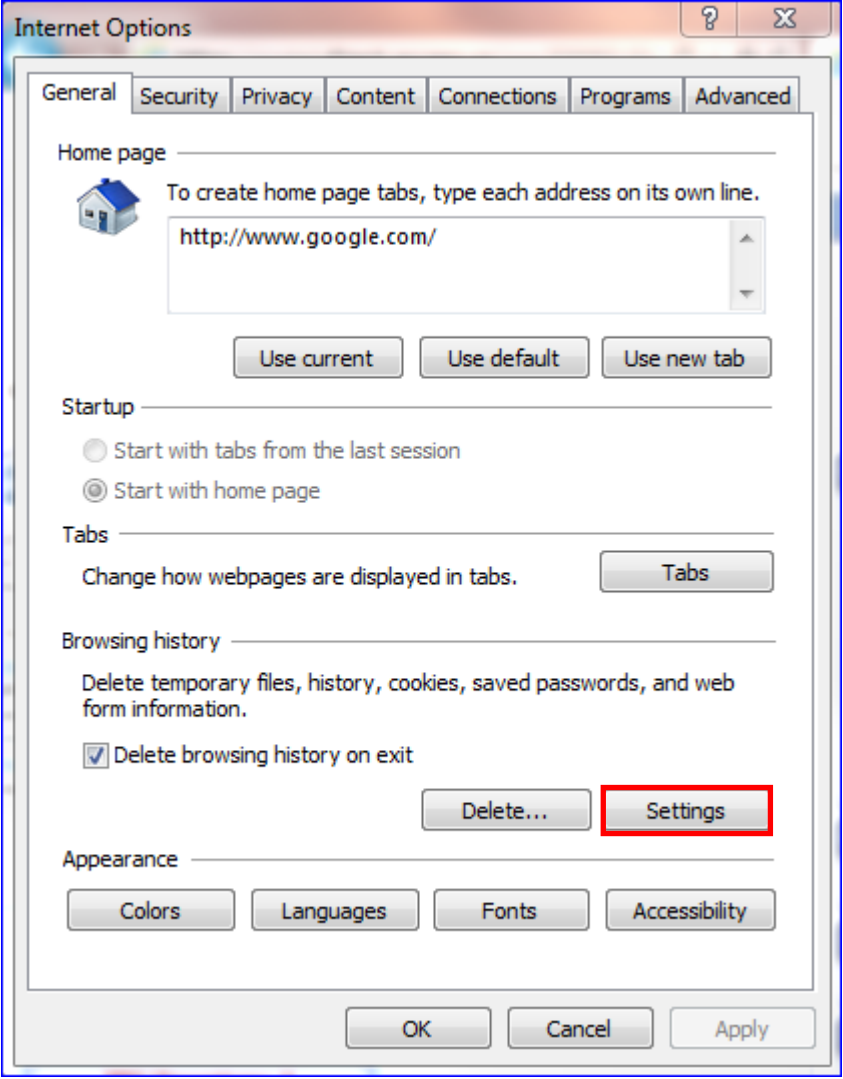
Procedures See below.

Step	Action
1	<p>From the DA login screen, select the Tools icon () or use “ALT X” on your keyboard to open Tools.</p> 
2	<p>Select Internet Options.</p> 

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Clearing Cookies and SSL State in Direct Access, Continued

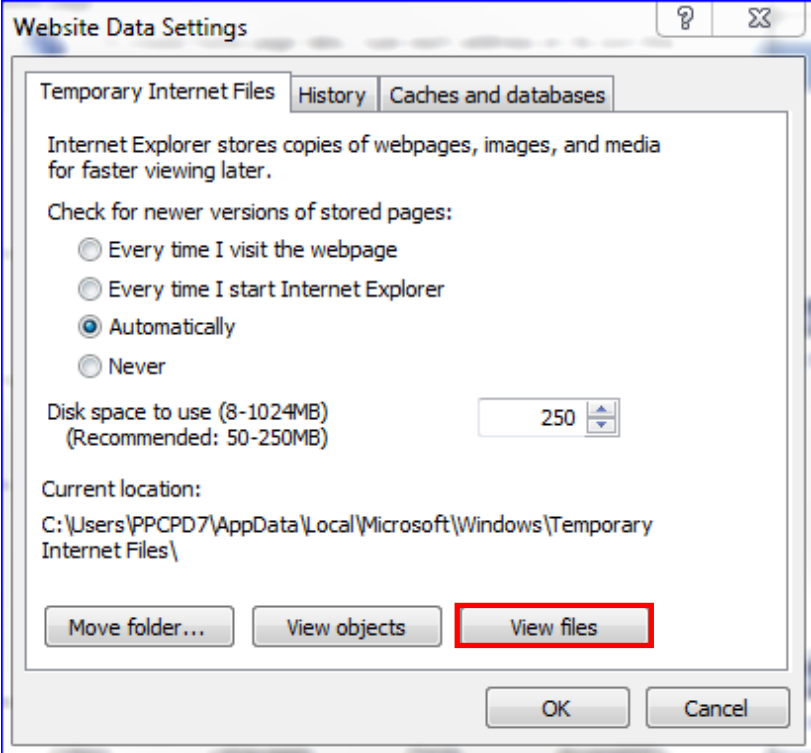
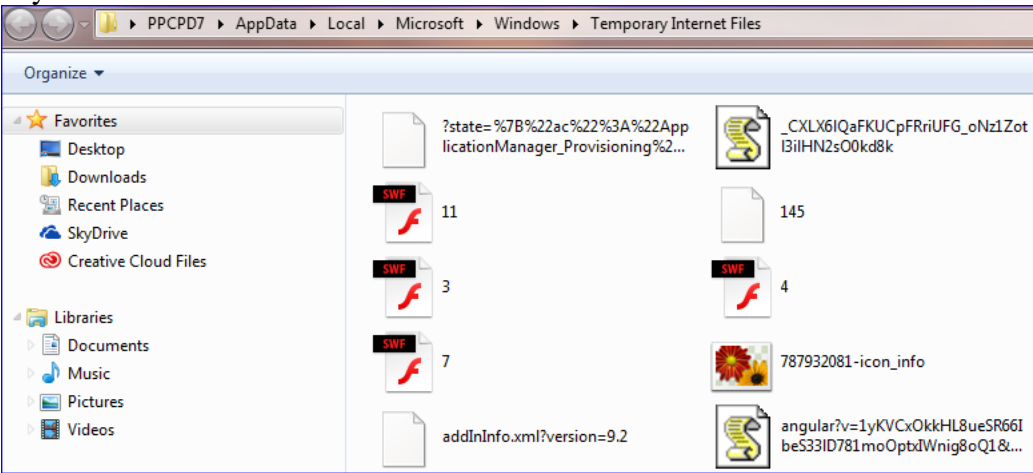
Procedures,
continued

Step	Action
3	<p>Under the General Tab, select Settings in the Browsing history section.</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'General' tab selected. The 'Browsing history' section is visible, containing a checkbox for 'Delete browsing history on exit' which is checked, and two buttons: 'Delete...' and 'Settings'. The 'Settings' button is highlighted with a red rectangular box. Other sections visible include 'Home page' with a text box containing 'http://www.google.com/' and buttons for 'Use current', 'Use default', and 'Use new tab'; 'Startup' with radio buttons for 'Start with tabs from the last session' and 'Start with home page'; 'Tabs' with a 'Tabs' button; and 'Appearance' with buttons for 'Colors', 'Languages', 'Fonts', and 'Accessibility'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.</p>

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Clearing Cookies and SSL State in Direct Access, Continued

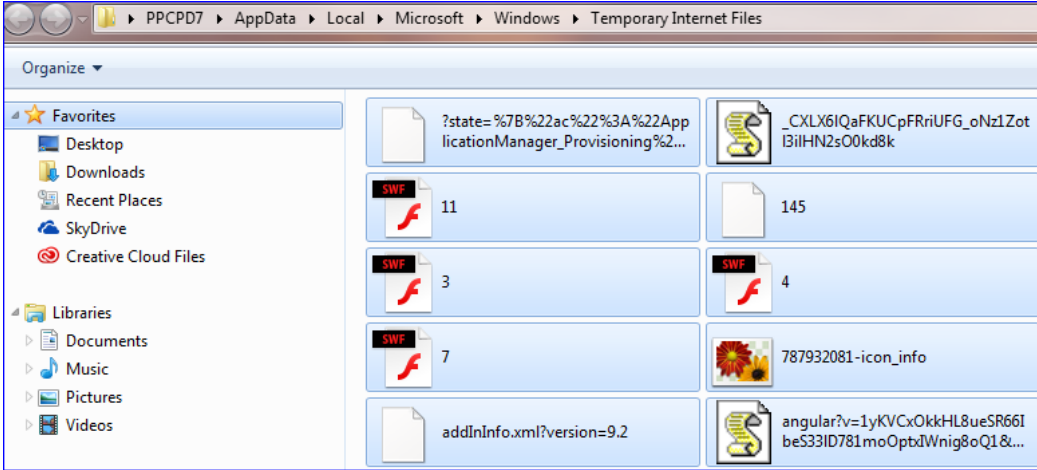
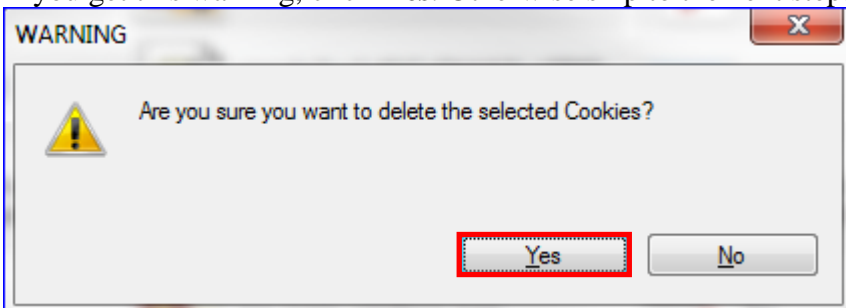
Procedures,
continued

Step	Action
4	<p>A new Website Data Settings window will display. Select View files.</p>  <p>The screenshot shows the 'Website Data Settings' dialog box with the 'Temporary Internet Files' tab active. The 'View files' button at the bottom is highlighted with a red rectangle. Other buttons include 'Move folder...', 'View objects', 'OK', and 'Cancel'.</p>
5	<p>A new window will open displaying all of the Temporary Internet Files (cookies). To clear these out, select the window and use “CTRL A” on your keyboard to Select All.</p>  <p>The screenshot shows a Windows Explorer window titled 'PPCPD7 > AppData > Local > Microsoft > Windows > Temporary Internet Files'. The file list contains several files, including SWF files and XML files. The 'View' menu is open, showing 'Organize'.</p>

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Clearing Cookies and SSL State in Direct Access, Continued

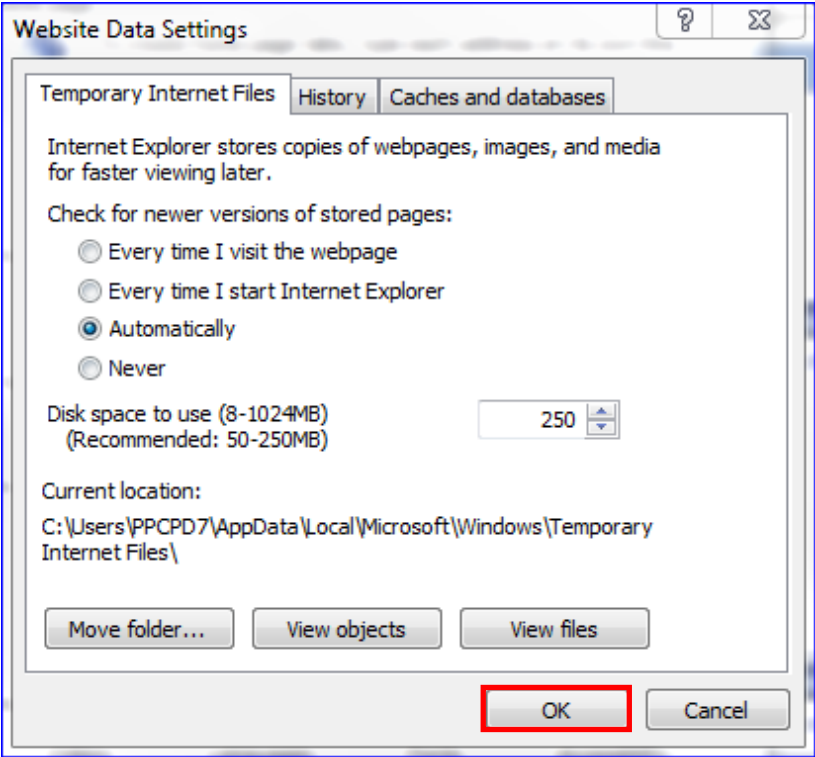
Procedures,
continued

Step	Action
6	<p>Once all icons are highlighted, press Delete on your keyboard.</p>  <p>The screenshot shows a Windows Explorer window titled 'PPCPD7 > AppData > Local > Microsoft > Windows > Temporary Internet Files'. The left sidebar shows 'Favorites' and 'Libraries'. The main pane displays a grid of files, including several SWF files (11, 145, 3, 4, 7) and other files like 'addInInfo.xml?version=9.2' and 'angular?v=1yKVCxOkkHL8ueSR661beS33ID781moOptdWnig8oQ1&...'. All files are highlighted with a blue selection background.</p>
7	<p>If you get this warning, click Yes. Otherwise skip to the next step.</p>  <p>The screenshot shows a 'WARNING' dialog box with a yellow warning icon. The text inside reads 'Are you sure you want to delete the selected Cookies?'. At the bottom, there are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red dashed border.</p>

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Clearing Cookies and SSL State in Direct Access, Continued

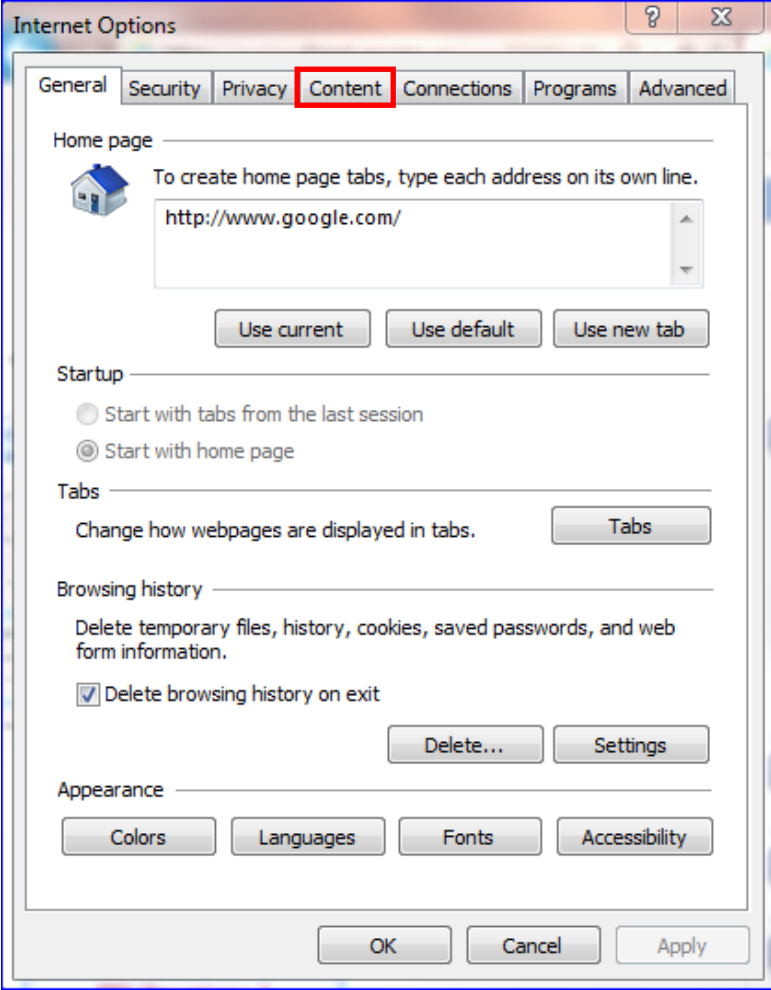
Procedures,
continued

Step	Action
8	<p data-bbox="327 495 718 524">Close the Window. Click OK.</p>  <p data-bbox="336 539 576 568">Website Data Settings</p> <p data-bbox="363 607 938 636">Temporary Internet Files History Caches and databases</p> <p data-bbox="371 658 991 710">Internet Explorer stores copies of webpages, images, and media for faster viewing later.</p> <p data-bbox="371 725 783 754">Check for newer versions of stored pages:</p> <ul data-bbox="403 763 772 904" style="list-style-type: none"><input type="radio"/> Every time I visit the webpage<input type="radio"/> Every time I start Internet Explorer<input checked="" type="radio"/> Automatically<input type="radio"/> Never <p data-bbox="371 927 948 978">Disk space to use (8-1024MB) <input type="text" value="250"/></p> <p data-bbox="389 956 655 978">(Recommended: 50-250MB)</p> <p data-bbox="368 1003 528 1032">Current location:</p> <p data-bbox="368 1039 983 1090">C:\Users\PPCPD7\AppData\Local\Microsoft\Windows\Temporary Internet Files\</p> <p data-bbox="392 1137 533 1167">Move folder...</p> <p data-bbox="612 1137 735 1167">View objects</p> <p data-bbox="836 1137 927 1167">View files</p> <p data-bbox="868 1218 900 1247">OK</p> <p data-bbox="1011 1218 1075 1247">Cancel</p>

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Clearing Cookies and SSL State in Direct Access, Continued

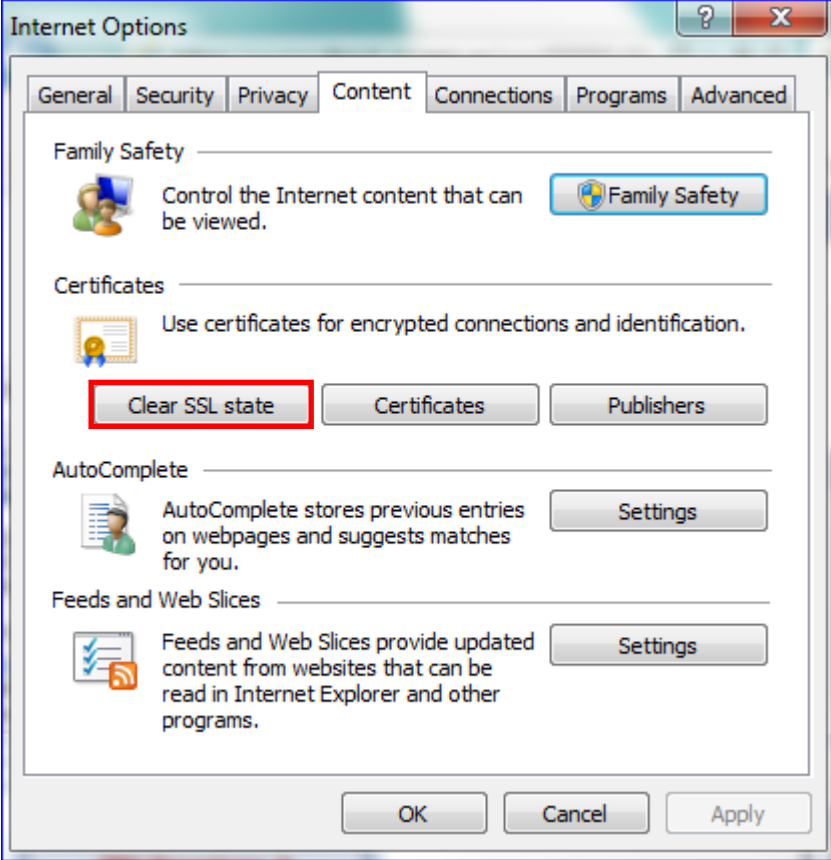
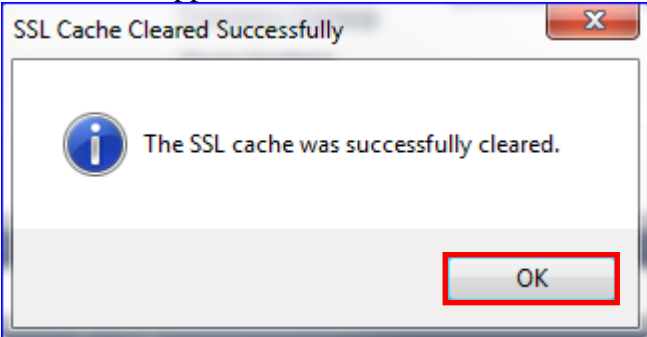
Procedures,
continued

Step	Action
9	<p>Now click the Content tab.</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'Content' tab selected. The 'Content' tab is highlighted with a red box. The 'Home page' section contains a text box with 'http://www.google.com/' and buttons for 'Use current', 'Use default', and 'Use new tab'. The 'Startup' section has radio buttons for 'Start with tabs from the last session' and 'Start with home page'. The 'Tabs' section has a 'Tabs' button. The 'Browsing history' section has a checked checkbox for 'Delete browsing history on exit' and buttons for 'Delete...' and 'Settings'. The 'Appearance' section has buttons for 'Colors', 'Languages', 'Fonts', and 'Accessibility'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.</p>

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Clearing Cookies and SSL State in Direct Access, Continued

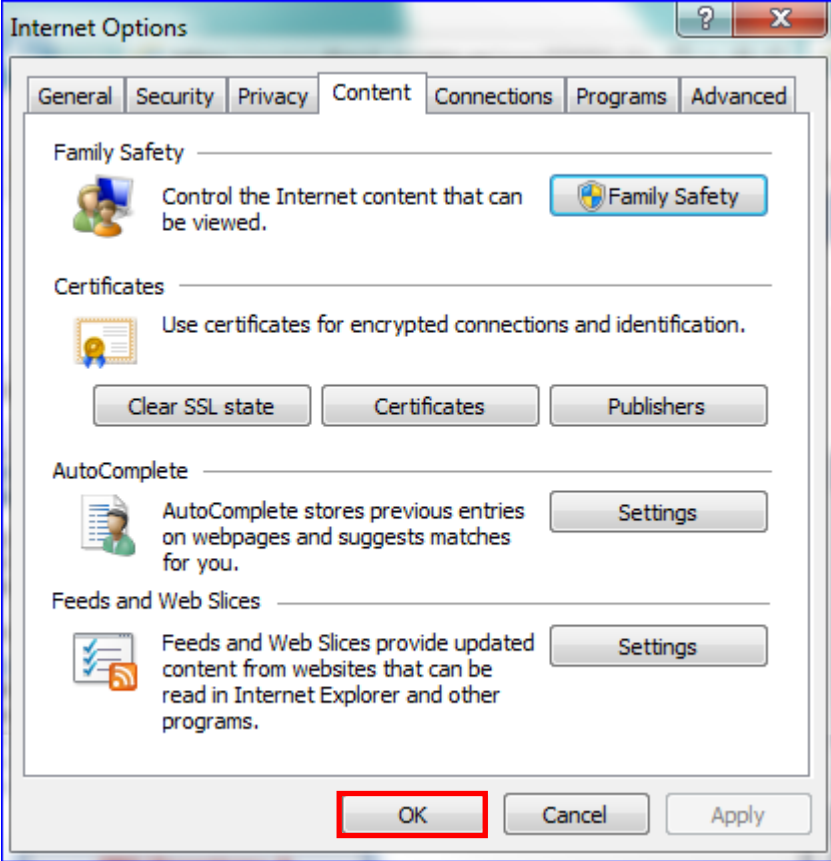
Procedures,
continued

Step	Action
10	<p>Click the Clear SSL state button.</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'Content' tab selected. The 'Certificates' section contains three buttons: 'Clear SSL state', 'Certificates', and 'Publishers'. The 'Clear SSL state' button is highlighted with a red rectangular box. Other sections include 'Family Safety', 'AutoComplete', and 'Feeds and Web Slices'.</p>
11	<p>This should appear. Click OK.</p>  <p>The screenshot shows a small dialog box titled 'SSL Cache Cleared Successfully'. It contains an information icon and the text 'The SSL cache was successfully cleared.' At the bottom right, the 'OK' button is highlighted with a red rectangular box.</p>

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Clearing Cookies and SSL State in Direct Access, Continued

Procedures,
continued

Step	Action
12	<p>Click OK.</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'Content' tab selected. The 'Clear SSL state' button is highlighted with a red box. The dialog box includes sections for Family Safety, Certificates, AutoComplete, and Feeds and Web Slices, each with a 'Settings' button. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom.</p>
13	Close ALL internet windows.
14	Log into Direct Access using CG Portal (if possible) and NOT a saved shortcut.
